

CONSUMER COMPLAINTS - PROFECO

By law, you have five business days to cancel a vacation ownership contract after you have signed it. If you decide to cancel the purchase within this period, notify the developer by email and certified mail. Keep the receipt as evidence you cancelled on time. You should receive a prompt refund of all the money you have paid, without any canceling penalties, within fifteen business days.

If the developer refuses to do so, you may contact the local PROFECO office at:

LOCAL OFFICE IN MAZATLAN: Tel: (669) 982-5208
21 de Marzo – Centro (around the corner from the Post Office)

MEXICO CITY OFFICE: 01-800-46J8-8722 (from Mexico)
011-52-555-211-1723 (from U.S.)

Address: Jose Vasconcelos #208 – Col. Condesa – Mexico D.F.
www.profeco.gob.mx or extranjeros@profeco.gob.mx